Ministry of Justice
and
Ministry of Public Safety
and Solicitor General

2016/17 – 2018/19
SERVICE PLAN

February 2016

For contact information and hyperlinks to additional information about the
Ministry of Justice
and the
Ministry of Public Safety and Solicitor General,
see pages 32 – 33

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Attorney General and Minister of Justice
Accountability Statement

This joint *2016/17 - 2018/19 Service Plan* for the Ministry of Justice and the Ministry of Public Safety and Solicitor General was prepared under my direction in accordance with the *Budget Transparency and Accountability Act*.

I am accountable for the basis on which the plan has been prepared.

Honourable Suzanne Anton QC
Attorney General
Minister of Justice

February 5, 2016

Minister of Public Safety and Solicitor General
Accountability Statement

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I am accountable for the basis on which the plan has been prepared.

Honourable Mike Morris
Minister of Public Safety and Solicitor General

February 5, 2016

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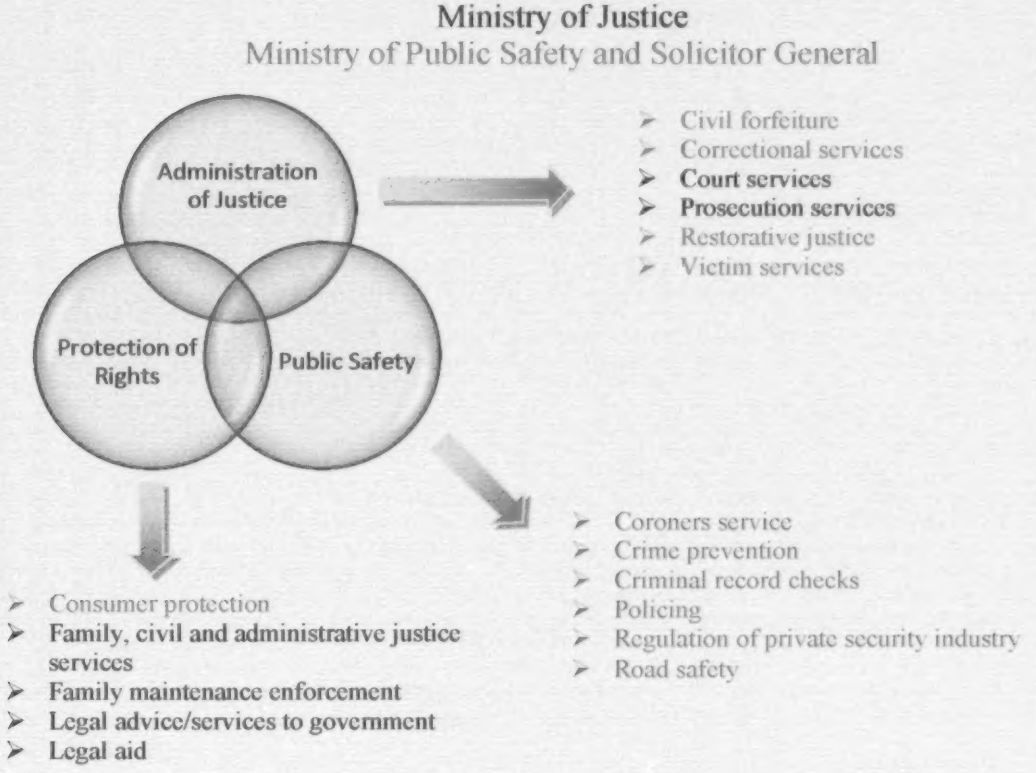
Purpose of the Ministries

The Ministry of Justice and the Ministry of Public Safety and Solicitor General comprise the justice and public safety sector within the Government of British Columbia. The ministries work together to administer justice, deliver public safety services and programs, and provide legal services to government.[1] They accomplish this through dedicated and professional staff, and through innovation and service excellence in fulfilling the following responsibilities:



Our vision is a safe, secure, just and resilient British Columbia.

[1] In December 2015, the Ministry of Justice became two ministries: the Ministry of Justice and the Ministry of Public Safety and Solicitor General. In August 2015, responsibility for Emergency Management BC moved from the former Ministry of Justice to the Ministry of Transportation and Infrastructure. Also at that time, the Liquor Control and Licensing Branch and responsibility for the Liquor Distribution Branch were transferred to the Ministry of Small Business, Red Tape Reduction and Responsible for the Liquor Distribution Branch.

The Attorney General and Minister of Justice and the Minister of Public Safety and Solicitor General are also responsible for a number of agencies, boards and commissions (see Appendix 2).

Strategic Direction and Context

Strategic Direction

As the justice and public safety sector, the Ministry of Justice and the Ministry of Public Safety and Solicitor General share the same goals and objectives, as identified in this joint service plan, and will work together to achieve them.

The ministries support government's commitment to building a strong economy and a secure tomorrow for the citizens of British Columbia, and they deliver their responsibilities in accordance with the Taxpayer Accountability Principles.

The ministries are committed to transforming the justice and public safety sector, working in collaboration with leaders, participants and stakeholders across the sector. This commitment is consistent with the direction provided by Premier Christy Clark in her December 2015 mandate letters to the Attorney General and Minister of Justice, Suzanne Anton, and the Minister of Public Safety and Solicitor General, Mike Morris. The letters established a number of priorities for the justice and public safety sector, and these priorities are reflected in this service plan.

Strategic Context

Numerous external factors affect the Ministry of Justice and the Ministry of Public Safety and Solicitor General in delivering their responsibilities and shape the transformation agenda of the justice and public safety sector, including:

- Increasing service delivery demands and costs;
- The national dialogue on the need to improve access to justice;
- Mental health and addiction issues demanding increasing resources;
- Over-representation of Aboriginal people in the justice system, as both victims and offenders;
- Violence against women remaining a significance concern, despite general declines in crime;
- Rapidly changing technology and increasing expectations for digitized services;
- Federal government commitments that impact the province;
- External audits, reviews and commissions of inquiry; and,
- Court decisions impacting service delivery.

The ministries are committed to a justice and public safety sector that is innovative, sustainable and accountable. This demands that the ministries: maintain efficient and affordable operations and service delivery; have effective governance structures; have a robust and evolving plan for transformation; ensure strategic alignment between budget, investments and transformative goals and objectives; identify, understand, accept and manage the risks associated with transformation; and, monitor and measure performance for accountability.

Goals, Objectives, Strategies and Performance Measures

The Ministry of Justice and the Ministry of Public Safety and Solicitor General have jointly adopted the goals and objectives developed by British Columbia's Justice and Public Safety Council, as set out in the *Strategic Plan for the Justice and Public Safety Sector, April 2014 – March 2017* and reaffirmed in the first annual update to the plan released in March 2015. This sector-wide strategic plan was developed by the Council based on a wide range of advice, consultation and recommendations from leaders, participants and stakeholders across the justice and public safety sector in British Columbia. These goals and objectives have been identified by the Council as essential to the health of the sector.

> To maintain trust, we must ensure fairness. We must protect people, especially those who are most vulnerable. We must manage the sector in an innovative and sustainable way and, finally, we must ensure that the public has confidence in the integrity of the sector.
>
> *Strategic Plan for the Justice and Public Safety Sector, April 2014 – March 2017*

This section presents the goals and objectives and identifies the strategies to achieve them underway and planned in the Ministry of Justice and the Ministry of Public Safety and Solicitor General. The strategies presented are not an exhaustive list of the many initiatives underway; rather, they reflect the Ministers' mandate letter directions and the justice and public safety transformation priorities of the ministries.

Also included in this section are select performance measures used to indicate progress towards the goals and objectives. These measures represent only a few of the many potential indicators of performance. Work is underway to increase the capacity of both ministries to measure performance and thereby improve accountability and transparency.

Measuring the performance of justice and public safety programs and processes is complex. Long-term outcomes are affected by many factors and are not under the exclusive control of any one program area or ministry. The complex nature of justice and public safety outcomes requires a collective and integrated response from all justice and public safety sector stakeholders and participants.

Goal 1: The justice and public safety sector in British Columbia is fair

Objective 1.1 Accessible
Objective 1.2 Impartial
Objective 1.3 Timely

Strategies

Ministry of Justice

- The *Civil Resolution Tribunal Amendment Act* received Royal Assent in May 2015. The legislation provides for the establishment of a mandatory Civil Resolution Tribunal for most small claims and strata property disputes. Following a competitive process, 18 tribunal members were appointed to decide strata property and small claims cases at British Columbia's Civil Resolution Tribunal, Canada's first online tribunal. The tribunal is one example of the many ways the Ministry of Justice works to maximize the benefits of technology for increased access to justice.
- Tribunal transformation is about shifting the way British Columbia's administrative tribunals deliver services to the public while streamlining business processes for efficient resource management. The *Administrative Tribunals Statutes Amendment Act*, which was brought into force in December 2015, enables the clustering of British Columbia's administrative tribunals. It gives tribunals the authority to make use of early dispute resolution methods – such as online dispute resolution – mandatory and enhances the accountability of tribunals through new reporting requirements. These practical changes will give British Columbians easier, quicker and more affordable access to justice. By moving service delivery online, integrating support services and systems, streamlining dispute resolution processes and clustering sector-based tribunals together, the infrastructure can be built for more efficient and effective tribunal services, and greater accountability and transparency.
- The federal *Canadian Victims Bill of Rights*, and other changes to the *Criminal Code* as part of Bill C-32, received Royal Assent in July 2015. The Bill of Rights adds to the provincial *Victims of Crime Act*, providing opportunities for victims to participate in and be informed during the prosecution process, and enter Victim Impact Statements and Statements on Restitution (both of which can be translated into nine languages). It also increases access to testimonial accommodations, such as allowing victims and other vulnerable witnesses of crime to testify behind a screen or from outside the courtroom by closed-circuit television, and to be accompanied by a support person during their testimony.
- The Ministry of Justice recognizes the pressures on courthouse facilities resulting from the rapid growth of the Lower Fraser Valley's population. The *Lower Fraser Valley Regional Plan Court Capacity Expansion Project Final Report*, developed by municipalities in the region, was presented to government for consideration in February 2014. The report recommended two priority projects: expansion of the Surrey Provincial courthouse and a new courthouse in

Abbotsford. In March 2015, the $24.3 million expansion of the Surrey Courthouse was announced, including the addition of three courtrooms and two hearing rooms. The expansion of Surrey's busy provincial courthouse will be complete by late 2017, paving the way for faster and smoother access to justice, and demonstrating government's commitment to meeting the justice needs of British Columbia's communities. Government will continue to develop options to increase courtroom capacity in the Lower Fraser Valley.

Ministry of Public Safety and Solicitor General

- The Road Safety Initiative is expected to shift traffic disputes out of court, improve police efficiency, and make justice more accessible for citizens. The initiative also includes a new driver intervention and improvement model to more effectively intervene with high-risk driving behaviours. Electronic ticketing, coupled with a faster dispute resolution process, will mean that driver infractions will be recorded against driving records more quickly, thereby enabling interventions for high-risk drivers to be applied soon after habitual high-risk driving is identified.

Goal 2: The justice and public safety sector in British Columbia protects people

Objective 2.1 Preventative
Objective 2.2 Protective
Objective 2.3 Systemic Approach

Strategies

- The Ministry of Justice and the Ministry of Public Safety and Solicitor General are working to address the over-representation of Aboriginal people as victims and offenders in the justice system. Part of that work includes improving the justice and public safety sector's relationship with Aboriginal people and continuing to work across government toward reaching long-term reconciliation. The ministries are supportive of the national inquiry into missing and murdered Aboriginal women and girls and will be sharing with the federal government, the ministries' experience with the BC Missing Women Commission of Inquiry. By sharing the lessons learned from BC's inquiry and participating in the national inquiry process, the ministries will endeavour to support a national inquiry that focuses on protecting vulnerable Aboriginal women and girls and meeting the needs of the families of the missing and murdered women.
- Attorney General and Minister of Justice, Suzanne Anton, met with her federal, provincial and territorial colleagues in January 2016 to discuss key justice and public safety priorities and release the Justice Framework to address violence against Aboriginal women and girls. The framework identifies priorities to guide jurisdictions, and their partners, in a more coordinated approach as they develop programs and initiatives to address violence against Aboriginal women and girls. Created with input from Aboriginal organizations and people across Canada, the framework identifies priorities in the areas of crime prevention, law enforcement, courts,

corrections, victim services and other justice services, with an emphasis on improving relationships between justice and public safety sector professionals and Aboriginal people.

- Through the federal Aboriginal Justice Strategy, the Ministry of Justice and the Ministry of Public Safety and Solicitor General are working in partnership with Justice Canada and the BC Ministry of Children and Family Development to support culturally-relevant, community-based alternatives and/or supports to the formal justice system (e.g., diversion, restorative justice, crime prevention/early intervention, circle sentencing, court liaison).
- Addressing inefficiencies and risks in the disclosure process has been identified as a priority by the Ministry of Justice and the Ministry of Public Safety and Solicitor General. The ministries are collaborating in the development and implementation of a comprehensive disclosure strategy with the goal of achieving more effective and efficient management of criminal case disclosure across the criminal justice system. Objectives include developing a comprehensive understanding of the entire disclosure process, identifying solutions that may allow disclosure to be processed through electronic means, and reducing the overall resource use associated with disclosure management practices by police and prosecutors. The disclosure strategy will enhance protection for the citizens of British Columbia by strengthening the ability of both police and the prosecution service to make full and proper disclosure in a timely and efficient manner.

Ministry of Justice

- As the first of its kind in Canada, Vancouver's Downtown Community Court pioneered the innovative approach that brings together justice, health and social services in one location – a purpose-designed courthouse. A high number of offenders in downtown Vancouver have health and social problems, including alcoholism, drug addiction, mental illness, homelessness and poverty. The Downtown Community Court takes a problem-solving approach to address offenders' needs and circumstances and the underlying causes of their criminal behaviour. It creates new relationships, both within the justice and public safety sector and with health and social services, community organizations, area residents, merchants, faith communities, non-profit organizations and schools, and it tests new ways to reduce crime and improve public safety. By dealing with offenders more quickly through a coordinated and informed response, the community court benefits not only offenders but victims and the wider community as well.
- In March 2015, the Ministry of Justice released the *Surrey Criminal Justice Recommendations Report*, prepared by the Surrey Criminal Justice Task Force. Charged with exploring the unique justice needs and challenges in Surrey and making recommendations to address these challenges, the key outcome of the Task Force was the recommendation for the creation of an Integrated Services Network to be led by the City of Surrey. Based on the Task Force finding that increased collaboration between existing organizations in the justice, health and social services sectors is the most promising response to existing challenges, the proposed Network would be a single location for all agencies involved in the co-delivery of programs and services aimed at reducing crime in Surrey. In fall 2015, the Surrey Integrated Services Network Committee was formed to further consider potential composition of services, location and administration of the Network.

An evidence-based analysis of offenders coming through Court in Surrey is also being conducted to inform the areas to be considered for services.

- Following the June 26, 2014 Supreme Court of Canada's landmark decision, which granted a declaration of Aboriginal title to the Tsilhqot'in Nation, the Ministry of Justice has been working with the Ministry of Aboriginal Relations and Reconciliation and First Nations to develop a positive way forward. The goal is to ensure Aboriginal rights are protected as the Province pursues the economic growth that will benefit First Nations communities and all British Columbians.
- The BC Prosecution Service released its report on the 2011 Vancouver Stanley Cup Riot Prosecutions, providing a behind-the-scenes look at the riot prosecutions, and the associated investigation and charge assessment process. The Report on the 2011 Vancouver Stanley Cup Riot Prosecutions offers a comparative analysis between the BC approach and the UK riots. It provides the BC Prosecution Service with a constructive opportunity to educate the public on the many dynamics that affect the way in which cases are managed, which in turn leads to enhanced awareness and greater transparency of decision-making, and supports continued public confidence in the administration of justice.

Ministry of Public Safety and Solicitor General

- The Violence Free BC strategy was released in February 2015. Addressing violence against Aboriginal women and girls is a key priority in the strategy and it charts the path to creating a province where comprehensive supports and initiatives are in place to help prevent violence, and where all women and girls can escape from violent situations and recover if they have been victims of violence. This strategy builds on work already underway, such as the commitment of more than $70 million per year in prevention and intervention services for victims of crime, including women and children impacted by violence. In March 2015, more than $3 million in civil forfeiture grants were used to support projects that align with the Violence Free BC strategy. Additional grants will be distributed in March 2016 to support anti-violence and prevention initiatives, with a focus on violence against women. A portion of civil forfeiture funds will also be dedicated in future years to support the Violence Free BC strategy.
- Work is now substantially completed or underway on the major themes of the Missing Women Commission of Inquiry report. Progress to date includes violence-prevention work, improved policing practices, and compensation to the children of the murdered and missing women. These actions are outlined in the final status update report released in December 2014. In addition, the *Missing Persons Act* and Regulation are now in force, effective June 2015. In March 2015 $436,500 in civil forfeiture grant funding was provided for 25 projects to support communities to heal and rebuild after violence against Aboriginal women. The Provincial Policing Standards on Missing Person Investigations will come into effect in September 2016 to allow police agencies time to review and adjust their policies and procedures to comply with these standards.
- The Ministry of Public Safety and Solicitor General supports the Provincial Domestic Violence Plan, released in February 2014 by the Provincial Office of Domestic Violence, Ministry of

Children and Family Development. The plan was based on extensive consultations with anti-violence stakeholders and other partners. Under the plan, there is a commitment for prevention and intervention programming for domestic violence perpetrators, pre-conviction. Through a $1 million investment, work is underway with Sinch Health Care and with the BC Association of Aboriginal Friendship Centres to develop, enhance and deliver this programming.

- The social media and radio campaign, #SaySomething, launched in March 2015 to bring increased awareness to the issue of violence against women, builds on the momentum of the *Provincial Domestic Violence Plan*, and is one of the first steps in the broader strategy for a violence free British Columbia. As well as raising awareness, the campaign also aims to provide practical advice and strategies on how and when to safely seek help when experiencing or witnessing domestic violence. The host website http://www.saysomethingbc.ca provides information in four languages – English, Punjabi, Simplified and Traditional Chinese – and an array of resources for victims, perpetrators, service providers and the family members, friends and bystanders who want to help.
- The Ministry of Public Safety and Solicitor General supports the development of specialized Domestic Violence Units, of which there are now seven in the province (Abbotsford, Capital Region, Kelowna, Nanaimo, New Westminster, Surrey and Vancouver). Domestic Violence Units are integrated approaches to intervening in high-risk domestic violence cases and provide direct services to victims, children and the perpetrators of domestic violence. These units bring together in one location, police investigators, community-based victim services and, in some cases, a dedicated social worker from the Ministry of Children and Family Development.
- Parliamentary Secretary, Darryl Plecas, and the Blue Ribbon Panel on Crime Reduction released their report, Getting Serious about Crime Reduction, in December 2014. The report made six broad recommendations for a more cohesive and collaborative approach aimed at preventing and reducing crime in British Columbia. In response to the recommendations of the report, an inventory of government-led and police-led programs and initiatives related to them is being created, and a review is being undertaken to identify gaps and opportunities for the delivery of police-related crime reduction programs.
- Work is also underway to develop an integrated community safety partnership pilot program in a region within British Columbia that will: bring together relevant government and non-government agencies under a structured and supported program to prioritize community safety goals and targets, focus resources and programs accordingly, share information, and measure and evaluate the outcomes. The Ministry of Public Safety and Solicitor General has also supported implementation of the Surrey Mobilization and Resiliency Table (SMART) and the planned implementation of the Surrey Integrated Services Network, and the development and implementation processes of these initiatives will inform the development of the community safety partnership pilot program.
- Approximately $60 million a year is provided to the RCMP in British Columbia for the Combined Forces Special Enforcement Unit (CFSEU-BC) and anti-gang initiatives. CFSEU-BC is the largest integrated joint forces police unit in Canada. It draws and develops highly-specialized officers from federal, provincial and municipal agencies who are known for

developing ground-breaking methods and techniques. CFSEU-BC's integrated approach enhances intelligence sharing, coordination and strategic deployment against threats of violence posed by organized crime groups and gangs. In addition to its gang-related suppression and enforcement efforts, CFSEU-BC, in collaboration with government and policing partners, is leading the way in gang prevention and education with the End Gang Life campaign and other public engagement initiatives. (For more information on CFSEU-BC, see page 28.)

- An additional $5 million is being invested in 2015/16 and 2016/17 to enhance community safety, focusing on three priority areas: targeting prolific, violent, and gang-affiliated offenders; getting tough on the root causes of crime through education and outreach; and strengthening safety for First Nation communities and vulnerable women. Some of the specific programs being explored include: a gang-exit program; increased investments in education and outreach projects focused on at-risk and Aboriginal youth; and community-focused crime prevention.
- Parliamentary Secretary for Corrections, Laurie Throness, conducted a review of corrections to propose changes and improvements to how to protect staff, inmates and communities where correctional centres are located. Throness met with corrections officials, staff, and inmates, toured all nine centres and 11 community corrections offices, and held regional roundtable consultations with 100 stakeholders. The resulting report, Standing Against Violence, released in December 2014, made 20 recommendations aimed at improving safety, assisting inmates with their transition to the community, and enhancing community corrections safety and supervision. The report also considered other options for discussion to bring about long-term, transformational change as a way to address the root causes of recidivism. Work on all of the recommendations related to safety in correctional centres is underway.
- Following a review of North American best practices, the Ministry of Public Safety and Solicitor General implemented a new Electronic Supervision program in January 2016 which utilizes GPS, cellular and radio frequency to monitor offenders' compliance with curfews and/or geographic restrictions. This new technology also allows for the collection of client location information enabling the monitoring of "no-go" zones and vibration alerts directly to the client.
- The ministry continues to work with the Ministry of Transportation and Infrastructure to review and make recommendations on the potential of increasing fines and driver demerit points for distracted driving offences. The first step of a two-phased approach implemented in October 2014 introduced three penalty points for drivers caught talking on a handheld device while driving, in addition to a $167 fine. In developing the second phase, RoadSafetyBC conducted a four-week public consultation on this issue in early summer 2015, receiving more than 10,000 submissions and comments on distracted driving from British Columbians and road safety stakeholders. RoadSafetyBC will be presenting options and recommendations for government's consideration in early 2016.
- In January 2016, the Ministry of Public Safety and Solicitor General released a new report to help guide British Columbia in achieving the safest roads in North America. The result of collaboration by more than 40 road safety experts, Moving to Vision Zero: Road Safety Strategy Update and Showcase of Innovation in British Columbia aligns with Canada's Road Safety Strategy 2015 and highlights the application of the safe systems approach – the understanding

that road safety developments must account for the inevitability of human error, the limitations of the human body in withstanding force, and the responsibility of road and vehicle designers, policy makers and road users. With this approach and the implementation of evidence-based practices, and through a thorough study of how road safety is managed around the globe, the ministry is reinforcing its commitment to road safety principles that will lead to the province having the safest roads in North America.

Goal 3: The justice and public safety sector in British Columbia is sustainable

Objective 3.1 Focused
Objective 3.2 Managed
Objective 3.3 Effective

Strategies

- The Ministry of Justice and the Ministry of Public Safety and Solicitor General are undertaking information management and information technology systems modernization to: increase integration and information sharing between justice and public safety business areas; ensure that information is accessible, accurate, complete and secure; and increase citizen access to, and improve interaction with, justice services.
- The 'Lean' approach has been adopted throughout both of the ministries to support improvement of processes and services while also building internal capacity through the elimination of unnecessary rules, processes, activities and non-essential steps.[2] Lean projects currently underway include: redesigning and standardizing the process for fulfilling information technology requests; streamlining business processes in the Crime Victim Assistance Program; streamlining business processes for inmate effects as well as for admitting and discharging inmates from correctional centres and community corrections offices; and increasing the efficiency and effectiveness of the Immediate Roadside Prohibition review process within RoadSafetyBC.
- The ministries are actively participating in the Reducing Red Tape for British Columbians initiative – a key government priority to improve the service experience of citizens. Both ministries have committed to exploring citizens' ideas and acting on feasible improvements to deliver services that are faster, easier to access and simpler to use.

[2] Lean is a process improvement methodology that originated over 50 years ago. It encourages innovation and recognizes quality, cost, productivity, safety and people as key drivers of organizational performance and effectiveness. It's a way of putting value on those steps that benefit citizens and stakeholders, and eliminating steps that don't contribute to beneficial citizen outcomes.

Ministry of Justice

- The Court Administration Transformation Suite (CATS) refers to a series of service-focused initiatives that, building on existing court technologies and processes, will allow court matters to be conducted more efficiently both inside and outside the courtroom, and allow court information to be entered, accessed and shared more quickly and accurately among justice and public safety sector partners. Projects under this initiative include: Court Clerk Desktop (to improve efficiency, increase data quality, and address workload issues for court administration staff); Provincial Court Scheduling System (to improve trial scheduling, the allocation of courtrooms and use of judicial resources); Crown Counsel Scheduling System (to allow the Provincial Court to more easily schedule court matters by knowing the availability of an assigned Crown Counsel); and expanding Court Services Online (to improve the ability to electronically file civil court documents).
- As part of continuing efforts to ensure the most effective management of existing resources, the Ministry of Justice is working with the Superior Courts to support them in developing potential efficiencies and appropriate performance measures, with the goal of enhancing the business administrative processes of the Superior Courts.

Ministry of Public Safety and Solicitor General

- Released in 2013, the *BC Policing and Community Safety Plan* was designed to guide the evolution of policing in British Columbia over the next three, five and 10 years. In 2014, as part of its long-term policing strategy, the Ministry of Public Safety and Solicitor General established the Police Structure and Funding Expert Committee, comprising representatives from First Nations, local government, the Union of BC Municipalities, the RCMP, independent police forces, a designated policing unit, and the Ministry of Community, Sport and Cultural Development. The goal of the Committee was to assess how police services should be delivered in British Columbia and to determine which level of government should be responsible for their delivery. An analysis and review of the structure of policing in other provinces was conducted by the Expert Committee, including an environmental scan of police services being delivered in British Columbia. Findings from the review and input from the Expert Committee are informing policy analysis.
- Amendments to the *Police Act*, brought into force in March 2015, clarify government's authority to sustain and expand integrated policing teams and other specific, specialized policing services. The amendments also enable the Director of Police Services to establish additional police standards in relation to certain types of investigations, bias-free policing, and community input into policing. These changes respond to issues raised by the Missing Women Commission of Inquiry regarding the coordination of policing across multiple jurisdictions, and strengthen government's ability to continue to ensure that an adequate and effective level of policing is maintained throughout British Columbia.

Goal 4: The justice and public safety sector in British Columbia has the public's confidence

Objective 4.1 Adaptive
Objective 4.2 Performance-focused
Objective 4.3 Empowering

Strategies

- The Ministry of Justice and the Ministry of Public Safety and Solicitor General are major participants in the transformation agenda for the justice and public safety sector and have completed many of the recommendations in *A Criminal Justice System for the 21st Century: Final Report to the Minister of Justice and Attorney General*. Prepared by Geoffrey Cowper, QC, the report was based on six months of extensive consultation with the judiciary, Crown counsel, the legal profession, police and members of the public to identify top issues affecting the criminal justice system and put forward ideas for criminal justice transformation. Sector-wide consultations continue and, in November 2015, the Ministry of Justice held British Columbia's fifth Justice Summit. The summit brought together about 60 leaders from the judiciary, the legal profession, policing, victim services, corrections, community and advocacy organizations, First Nations groups, the academic community, and the provincial government. The main goals of the Summit were to consider: a trauma-informed justice system response to victims of violent crime; and better coordination and information sharing in and across family justice, criminal justice, and child protection proceedings to improve safety, access to justice and the administration of justice.
- Coordinated business intelligence and performance measurement systems are being developed across the Ministry of Justice and the Ministry of Public Safety and Solicitor General to assist with strategic planning, monitoring and decision-making within the ministries and across the broader justice and public safety sector, and to enable better public reporting of progress toward the shared goals and objectives of the ministries. The ability to measure performance well is a critical enabler for getting results and achieving goals, and strengthening the ministries' business intelligence and performance measurement capacity is a key component of the justice and public safety transformation agenda.

Ministry of Justice

- Reflecting a commitment to provide early assistance and support early resolution whenever possible, dedicated funding of $6 million is being provided over three fiscal years since 2014/15 to support five Justice Innovation and Transformation Initiatives delivered by the Legal Services Society. All five pilot projects have been launched and an evaluation plan is being implemented. The five pilots include: expanded Family Duty Counsel at the Victoria Justice Access Centre; expanded Family LawLINE telephone advice service province-wide; a new mediation referral service offered in collaboration with Mediate BC province-wide; a new Parents Legal Centre for child protection matters at the Robson Square Vancouver Courthouse; and expanded Criminal Duty Counsel in Port Coquitlam.

- British Columbia plays a leadership role in working with jurisdictions across Canada to enforce interjurisdictional support orders. Changes to the *Family Maintenance Enforcement Act* include measures to process documents more efficiently from other provinces for the collection of funds from assets or payors located in British Columbia, thereby cutting red tape and helping speed up enforcement action for those not making their payments. Amendments to the *Interjurisdictional Support Orders Act* facilitate the enforcement of child and spousal support orders from other jurisdictions that do not provide certified copies of orders, making this process more efficient. The amendments also facilitate the transfer of responsibility for serving support applications received from other jurisdictions from the Court to the British Columbia designated authority.

Ministry of Public Safety and Solicitor General

- Through its independent investigations, inquests and death review panels, the BC Coroners Service continues to provide the public with information about individual deaths, mortality trends and health and safety risks. The BC Coroners Service continues to enhance its data collection, data management and information sharing with groups and agencies to inform and support evidence-based, targeted safety initiatives. Recommendations formulated by coroners and inquest juries are aimed at preventing future deaths in similar circumstances.

Performance Measure 1: Crime rates

Police-reported crime rates in BC (*Criminal Code* offences per 1,000 persons)	2014 Baseline[1]	2015 Forecast	2016 Target	2017 Target	2018 Target
Violent crime[2]	11.5	10.9	10.4	9.9	9.4
Property crime[3]	48.9	46.5	44.1	41.9	39.8
Other crime[4]	15.6	14.8	14.1	13.4	12.7
Overall crime rate	76.0	72.2	68.6	65.2	61.9

Data Source: Crime rates are obtained through the Uniform Crime Reporting Survey. Every police agency across Canada participates in this annual survey, which is managed nationally by the Canadian Centre for Justice Statistics, a part of Statistics Canada. Crime rates are based on all police-reported violent crime, property crime and other offences, but do not include offences that are traffic, drug or federal statute related.

[1] The data are reported by calendar year. The most recent year for which data are available is 2014.

[2] Violent offences include homicide, attempted murder, sexual and non-sexual assaults, firearm offences, robbery, forcible confinement or kidnapping, abduction, extortion, criminal harassment, uttering threats, threatening or harassing phone calls, and other violent offences.

[3] Property offences include the offence categories of theft, motor vehicle theft, possession of stolen property, trafficking in stolen goods, identity theft, identity fraud, breaking and entering, arson, mischief, fraud, and altering/removing/destroying a vehicle identification number.

[4] *Criminal Code* offences which are not violent or property related are classified as other offences. These include, but are not limited to, counterfeiting, offensive weapons, child pornography, prostitution, gaming and betting, offences related to currency, disturbing the peace, and offences against the administration of justice.

Discussion

The crime rate is the number of *Criminal Code* offences (excluding drug crimes and traffic-related offences) reported for every 1,000 persons. It is a better measure of trends in crime than is the actual number of offences because it allows for population differences.

Many factors influence police-reported crime rates, including demographic and economic trends and public confidence in the police and justice system. While government does not control crime rates, crime reduction strategies are a priority of the justice and public safety sector, and crime rates are tracked as an indicator of progress toward the goal of protecting people, a goal shared by the Ministry of Justice and the Ministry of Public Safety Solicitor General.

The 2015 forecast and the targets established for this measure represent five per cent year-to-year decreases from the 2014 baseline. It is anticipated that 2015 crime rates for British Columbia will be available in late summer or early fall of 2016.

Performance Measure 2: Rates of Non-reoffending

Percentage of adult offenders who are not re-convicted in BC within two years of release from custody, commencement of community supervision, or active community supervision.[1]	2014/15 Baseline	2015/16 Forecast	2016/17 Target	2017/18 Target	2018/19 Target
Community Corrections[2]	75.9	75.5	76	76.5	77
Custody[3]	48.7	49.5	50	50.5	51
Overall rate of non-reoffending[4]	71.6	71.5	72	72.5	73

Data Source: BC Corrections, Ministry of Public Safety and Solicitor General.

[1] This measure is based on offence date rather than sentence date. That means it includes all individuals, regardless of court date, who are not reconvicted with an offence date that falls within the two-year follow-up period. Therefore, the rates reported may shift slightly over time. The rate is calculated at the conclusion of each fiscal year for the purpose of the ministry's service plans and annual reports. Each year's rate is based on the cohort two years prior. In other words, the 2015/16 forecast rate is based on offenders admitted and/or released in 2013/14.

[2] The Community Corrections rate is derived from individuals whose supervision was all or mostly in the community. It is the percentage of offenders who do not return to Corrections within two years of commencement or active community supervision.

[3] The Custody rate is derived from individuals who were released from custody and did not receive follow-up supervision in the community. It is the percentage of offenders who do not return to Corrections within two years of their release from custody.

[4] The overall rate of non-reoffending is the percentage of offenders who do not return to Corrections within two years of commencement or active supervision in the community or release from custody.

Discussion

Rates of non-reoffending are used as a litmus test when assessing the overall effectiveness of the justice and public safety sector in deterring and rehabilitating offenders.

Criminal behaviour is a highly complex phenomenon involving a variety of individual and societal factors, and overall rates such as these are slow to change. For this reason, targeting modest gains in the overall rates is appropriate. The effectiveness of specific programs is best assessed through evaluative research.

Each jurisdiction in Canada calculates recidivism using different variables for the follow-up time frame, the indicator of conviction (for example, most use sentencing date while BC Corrections uses offence date), and the definition of the sample to track. BC Corrections is working on a multi-year project with their provincial, territorial and federal counterparts to standardize a series of definitions, including recidivism.

Efforts to improve rates of non-reoffending will continue to focus on evidence-based strategies and increased collaboration among justice, social and health partners.

Performance Measure 3: Traffic fatality and serious injury rates

Performance Measure	2010-2014 Baseline[1]	2015 Forecast[2]	2016 Target	2017 Target	2018 Target
Number of traffic fatalities per 100,000 population[3]	6.6	6.0	5.7	5.5	5.3
Number of serious traffic injuries per 100,000 population[4]	55.3	54.5	52.2	49.9	47.8

Data Source: Population estimates and projections are from BC Stats and are as of July 1st each year. Results are reported by calendar year rather than fiscal year. All numbers have been rounded to the closest tenth.

[1] The baselines for these rates are the average per year from 2010 to 2014.

[2] The forecast rates for 2015 are based on the most recent available data. They are to be considered preliminary until the various data sources (Police, ICBC, BC Coroners Service, and Ministry of Health Discharge Abstract Database) have settled and been fully approved.

[3] Data on the number of traffic fatalities is from the Traffic Accident System (TAS) maintained by the Insurance Corporation of British Columbia, TAS Q3 2015.

[4] Data on serious traffic injuries is from the Ministry of Health Discharge Abstract Database, and are defined as those requiring overnight hospitalization.

Discussion

As traffic fatality and serious injury rates are affected by random variations from year to year, trends in the rates are most meaningful when considered over the long term. The influence of factors external to government programs must also be taken into account. Despite these considerations, reductions in traffic fatalities and serious injuries over the long term remain good indicators of road safety improvements.

The targets for these rates are based on annual reductions of three per cent from the 2015 forecasts.

Performance Measure 4: Rate of traffic fatalities and serious injuries involving high-risk driving behaviours

Performance Measure	2014 Baseline	2015 Forecast[1]	2016 Target	2017 Target	2018 Target
The number, per 100,000 BC population, of fatalities and serious injuries resulting from a crash where alcohol, drugs, speeding and/or distraction were assessed to be a factor[2]	31.6	30.3	29.0	27.8	26.6

Data Source: Population estimates and projections are from BC Stats and are as of July 1st each year. Results are reported by calendar year rather than fiscal year. All numbers have been rounded to the closest tenth. Police attend most crashes occurring on a public road that result in serious injuries or fatalities. At the scene of the crashes, police record on an accident report form (MV6020) the factors they believe influenced the crash and assess whether victims have serious or fatal injuries. Serious injuries are assessed by the officer and may differ from hospitalization counts. A fatality or serious injury with more than one of these three contributing factors will be counted once for each incidence reported.

[1] The forecast rate for 2015 is based on the most recent available data. It is to be considered preliminary until the data have settled and been fully approved.

[2] Data on the number of traffic fatalities is from the Traffic Accident System (TAS) maintained by the Insurance Corporation of British Columbia, TAS Q3 2015.

Discussion

The high-risk driving behaviours within the scope of this measure (alcohol, drugs, speeding and/or distraction) are the focus of RoadSafetyBC programs, and this measure is an indicator of success in protecting the public from these behaviours.

The targets are based on annual reductions of three per cent from the 2015 forecast.

Performance Measure 5: Timeliness of Victim Financial Assistance claim adjudication

Performance Measure	2014/15 Baseline	2015/16 Forecast	2016/17 Target	2017/18 Target	2018/19 Target
Average number of days to adjudicate claims for financial assistance from victims and others impacted by violent crime	63	65	65	65	65

Data Source: Results for this measure are derived from the Electronic Victim Information System, taking into account the dates claims were received and the dates they were completed, as well as the cases that remain outstanding.

Discussion

This measure indicates the level of client service and system efficiency in administering the Crime Victim Assistance Program under the *Crime Victim Assistance Act.*

The 2014/15 baseline represents adjudication of 99 per cent of claims received in 2014/15. The baseline of 63 days for adjudication compares to a 347-day timeframe for adjudication in Ontario in 2014/15 for approximately 400 fewer applications.

The 2015/16 forecast of 65 days and the subsequent year targets reflect an ambitious effort to maintain this high level of service in the face of increasing applications. The program forecasts that it will receive over 350 more applications in 2015/16 than in 2014/15, representing a 9.5 per cent increase for an estimated total of 4,100 applications in 2015/16. This growth trend is anticipated to continue into the future.

To determine claimants' eligibility for benefits, the Ministry of Public Safety and Solicitor General must obtain supporting information from third parties, such as police and medical professionals. This reliance on third parties to provide information results in the majority of claims being adjudicated within approximately two months; urgent cases requiring immediate assistance are expedited.

Performance Measure 6: Policing Standards

Performance Measure	2014/15 Baseline	2015/16 Forecast	2016/17 Target	2017/18 Target	2018/19 Target
Cumulative number of binding *British Columbia Provincial Policing Standards* approved for implementation	27	30	34	38	42

Data Source: Results for this measure are derived from records kept by the Policing and Security Branch, Ministry of Public Safety and Solicitor General.

Discussion

The *British Columbia Provincial Policing Standards* serve to set benchmarks against which certain aspects of police activities are measured. They are designed to ensure the safe and effective delivery of policing and to strengthen police accountability.

The development of new policing standards is undertaken by the Ministry of Public Safety and Solicitor General in consultation with an advisory committee comprised of interested stakeholders. Fiscal implications are considered during the development of new standards and significant efforts are made to mitigate costs. The ministry continues to work toward developing new standards in response to recommendations from the Missing Women Commission of Inquiry Report.

Performance Measure 7: Average child and family support payments per case per year recovered through the Family Maintenance Enforcement Program

Performance Measure	2010/11 - 2014/15 Baseline[1]	2015/16 Forecast	2016/17 Target	2017/18 Target	2018/19 Target
Average child and family support payments per case per year recovered through the Family Maintenance Enforcement Program	$4479.46	$5050.00	$5150.00	$5250.00	$5350.00

Data Source: Results for this measure are derived from the Family Maintenance Enforcement Program Case Management Application, Ministry of Justice. Results are calculated as total payments per fiscal year divided by the total number of cases. A case is defined as a court order for support with a payor and a recipient.

[1] The baseline for this measure is the average for the five-year period from 2010/11 to 2014/15.

Discussion

The Family Maintenance Enforcement Program is responsible for the administration of 42,000 cases in 2015/16, including necessary enforcement measures to ensure payment of child and family support. Case management activities are carefully tracked, including enrolment of cases, payments, enforcement measures taken (administrative and court) and communications with clients.

A key outcome measure for the program is the average payments per year to families enrolled in the program. The targets for the measure are based on trend analyses conducted.

Resource Summary

Resource Summary Tables – Ministry of Justice

Core Business Area	2015/16 Restated Estimates [1]	2016/17 Estimates [1]	2017/18 Plan	2018/19 Plan
Operating Expenses ($000)				
Justice Services	109,707	110,362	110,827	111,225
Prosecution Services	115,793	126,598	129,708	132,410
Court Services	99,426	99,852	101,248	102,329
Legal Services	17,660	21,207	22,656	23,969
Agencies, Boards and Commissions	12,990	13,305	13,480	13,626
Executive and Support Services	15,803	15,833	15,697	16,033
Judiciary	71,118	71,786	72,081	72,168
Crown Proceeding Act	24,500	24,500	24,500	24,500
Independent Investigations Office	7,544	7,552	7,592	7,610
British Columbia Utilities Commission	1	1	1	1
Statutory Services[2]	-	-	-	-
Total	**474,782**	**490,996**	**497,790**	**503,911**

Ministry Capital Expenditures (Consolidated Revenue Fund) ($000)				
Executive and Support Services	2,825	4,842	4,372	4,372
Judiciary	590	570	570	570
Independent Investigations Office	163	145	-	-
British Columbia Utilities Commission	10	10	10	10
Public Guardian and Trustee Operating Account	363	363	363	363
Total	**3,971**	**5,930**	**5,315**	**5,315**
Other Financing Transactions ($000)				
Executive and Support Services - Interest on Trusts and Deposits				
Receipts	(2,900)	(2,900)	(2,900)	(2,900)
Disbursements	2,900	2,900	2,900	2,900
Total Net Cash Source (Requirements)	**0**	**0**	**0**	**0**

[1] For comparative purposes, amounts shown for 2015/16 have been restated to be consistent with the presentation of the 2016/17 *Estimates*.
[2] Further information on program funding and vote recoveries is available in the Estimates and Supplement to the Estimates.
[3] Statutory Services includes Public Guardian and Trustee Operating Account.

Electoral Boundaries Commission, Environmental Appeal Board and Forest Appeals Commission

While the commissions and board operate independently from the Ministry of Justice, their budget vote is the responsibility of the ministry. Therefore, while they are not considered one of the core business areas accountable to the Attorney General and Minister of Justice, they are included in the Resource Summary of this service plan.

Core Business Area	2015/16 Restated Estimates [1]	2016/17 Estimates [2]	2017/18 Plan	2018/19 Plan
Operating Expenses ($000)				
Electoral Boundaries Commission	2,300	-	-	-
Environmental Appeal Board	312	312	312	312
Forest Appeals Commission	310	310	310	310
Administration and Support Services	1,430	1,431	1,475	1,485
Total	**4,081**	**2,053**	**2,097**	**2,107**

[1] For comparative purposes, amounts shown for 2015/16 have been restated to be consistent with the presentation of the 2016/17 Estimates.
[2] Further information on program funding and vote recoveries is available in the Estimates and Supplement to the Estimates.

Resource Summary Tables – Ministry of Public Safety and Solicitor General

Core Business Area	[illegible] Restated Estimates[1]	[illegible] Estimates[1]	[illegible] Plan	[illegible] Plan
Operating Expenses ($000)				
Corrections	230,802	231,805	234,779	235,903
Policing and Security	355,555	356,900	356,967	357,056
Victim Services and Crime Prevention	40,143	40,357	40,747	41,112
BC Coroners Service	12,319	12,335	12,349	12,456
Road Safety BC	8,149	8,202	8,111	8,241
Executive and Support Services	15,259	15,959	17,357	17,345
Statutory Services[2]	14,765	14,765	14,765	14,765
Total	[illegible]	[illegible]	[illegible]	[illegible]
Ministry Capital Expenditures (Consolidated Revenue Fund) ($000)				
Executive and Support Services	8,253	10,342	14,164	12,454
Total	8,253	10,342	14,164	12,454

[1] For comparative purposes, amounts shown for 2015/16 have been restated to be consistent with the presentation of the 2016/17 Estimates.
[2] Further information on program funding and vote recoveries is available in the Estimates and Supplement to the Estimates.
[3] Statutory Services includes Civil Forfeiture Account, Corrections Work Program Account, Criminal Asset Management Fund, and Victim Surcharge Special Account.

Major Capital Projects – Ministry of Public Safety and Solicitor General

Representing the largest capital expansion in the history of BC Corrections, the Corrections Capital Asset Management Plan (CAMP) was developed to address current and future capacity demands in correctional centres in British Columbia. Since 2007, government has approved over $400 million in capital funding to expand correctional centre capacity throughout the province.

Government's CAMP Phase One approval included a total of $187 million in capital between 2008/09 and 2013/14 for three separate projects to add 340 new cells to the provincial capacity:

- A 20-cell expansion for women at the Prince George Regional Correctional Centre, completed in December 2010;
- A 104-cell addition to the Alouette Correctional Centre for Women, completed in October 2012; and,
- A 216-cell addition to the Surrey Pretrial Services Centre opened in February 2014.

The initial project in CAMP Phase Two was approved in December 2012 – the construction of a 378-cell Okanagan Correctional Centre within the Osoyoos Indian Band's Senkulmen Business Park north of Oliver.

The construction of the new Okanagan Correctional Centre is significant. The project is generating local jobs, community development and province-wide interest. Once complete, the approximately $220 million, high-security centre will represent the largest value project to date for BC Corrections and will more than double capacity in the region. More than 240 full-time correctional officer jobs will be opening up in the region for both experienced officers and new recruits.

Major Capital Projects	Targeted Completion Date (Year)	Estimated Anticipated Total Cost of Project ($ millions)	Project Cost to Dec 31, 2015
Okanagan Correctional Centre Construction of a new 378-cell correctional centre near Oliver to add required inmate capacity in accordance with the Corrections Capital Asset Management Plan. The project will be delivered as a public private partnership, with the private partner providing the design, construction, financing and facility maintenance for a 30-year period following construction. Construction will be completed in 2016 with facility operations beginning in early 2017.	2016	220	147

Appendix 1: Combined Forces Special Enforcement Unit – British Columbia

In 1999, the Organized Crime Agency of British Columbia (OCABC) was developed as an independent Designated Policing and Law Enforcement Unit under the *Provincial Police Act*.

In 2004, the Combined Forces Special Enforcement Unit-British Columbia (CFSEU-BC) was developed in consultation with the provincial government as an initiative to integrate the OCABC, the municipal police departments, and the RCMP. The Board of Governance for the OCABC also acts as the Board of Governance for the CFSEU-BC. The Board is comprised of: the Deputy Commissioner Pacific Region and Commanding Officer "E" Division RCMP; the President of the BC Association of Chiefs of Police; the President of the BC Association of Municipal Chiefs of Police; and the Chief Constable of the Vancouver Police Department. The Board determines the strategic direction of the CFSEU-BC and ensures its operational priorities are aligned with the policing priorities for British Columbia. The CFSEU-BC operates under the RCMP policies and procedures. Board members do not receive any remuneration.

The Chief Officer in charge of the CFSEU-BC leads an executive team comprised of civilian members in addition to regular RCMP and Municipal officers seconded from across the province. The CFSEU-BC Gang Enforcement Unit, Firearms Enforcement Team, and Investigation Teams are just a few of the teams that fall under the responsibility of the CFSEU-BC. Offices for the CFSEU-BC are located in the Lower Mainland, Prince George, Kelowna, and Victoria.

The mission of the CFSEU-BC is to facilitate the disruption and suppression of organized crime that affects British Columbians. The mandate is to investigate, prosecute, disrupt, and suppress criminal organizations, consistent with local, regional, national, and international priorities. The CFSEU-BC also supports other agencies by assisting in organized crime and major crime investigations. More information can be found at: www.cfseu.bc.ca.

Appendix 2: Agencies, Boards and Commissions

Ministry of Justice

BC Ferry Commission

The BC Ferry Commission is a quasi-judicial regulatory agency operating under the *Coastal Ferry Act*. The Commission regulates the ferry operator, British Columbia Ferry Services Inc. (BC Ferries) on 25 saltwater routes and is independent of both the provincial government and BC Ferries. The primary responsibility of the Commissioner is to regulate ferry fares. The Commissioner sets a price cap on the average level of fares which BC Ferries can charge, the goal of which is to balance the interests of ferry users with the interests of taxpayers while protecting the financial sustainability of the ferry operator. Other key tasks include: monitoring adherence to the terms of the Coastal Ferry Services Contract; approval of major capital expenditures; regulating unfair competitive advantage; and the approval and monitoring of BC Ferries' customer complaints process.
www.bcferrycommission.com

British Columbia Human Rights Tribunal

The British Columbia Human Rights Tribunal is responsible for accepting, screening, mediating and adjudicating complaints under the *Human Rights Code*. It provides parties the opportunity to resolve complaints through mediation; complaints that are not resolved through mediation proceed to a hearing before the Tribunal. The Tribunal is accountable to the legislature through the Attorney General and functions independently of government on all matters related to adjudication of complaints. Orders of the Tribunal are enforceable in the British Columbia Supreme Court.
www.bchrt.bc.ca

British Columbia Law Institute

The British Columbia Law Institute was created in January 1997 to: promote the clarification and simplification of the law and its adaptation to modern social needs; promote improvement of the administration of justice and respect for the rule of law; and promote and carry out scholarly legal research. www.bcli.org

British Columbia Review Board

The British Columbia Review Board conducts hearings to review and assess the mental condition and level of threat to the public posed by mentally disordered accused persons for the purpose of determining whether they should be absolutely or conditionally discharged, or detained in a designated place of custody. www.bcrb.bc.ca

British Columbia Utilities Commission

The British Columbia Utilities Commission operates under and administers the *Utilities Commission Act*, regulating utilities to ensure customers receive safe, reliable and non-discriminatory energy services at fair rates, and that shareholders of those utilities are afforded a reasonable opportunity to earn a fair return on their invested capital. www.bcuc.com

Environmental Appeal Board

The Environmental Appeal Board is an independent agency which hears appeals from certain decisions made by government officials related to environmental issues. These decisions include water licences, contaminated site remediation orders, pesticide permits and the cancellation of hunting licences, among other things. The Environmental Appeal Board plays a role in ensuring the protection and wise use of the environment by providing a quasi-judicial access point for the public and industry to appeal certain government decisions. www.eab.gov.bc.ca

Forest Appeals Commission

The Forest Appeals Commission is an independent tribunal established under the *Forest Practices Code of British Columbia Act* and continued under the *Forest and Range Practices Act*. The Commission hears appeals from certain decisions made by government officials related to forests and the environment. www.fac.gov.bc.ca

Independent Investigations Office

The Independent Investigation Office was established to conduct critical incident investigations regarding police-related incidents involving death or serious harm. The Office is under the direction of the Chief Civilian Director, a position for which one cannot ever have served as a police officer. www.iiobc.ca

Legal Services Society

The Legal Services Society provides legal aid in British Columbia as set out in the *Legal Services Society Act*. Services include legal information and advice to, and representation of, people with low incomes. The Province provides most of the society's funding, but the Legal Services Society remains independent of government. The society reports its activities to government through the Attorney General and determines the range of services it will provide within the framework of a memorandum of understanding negotiated with the Attorney General every three years. www.lss.bc.ca

Oil and Gas Appeal Tribunal

The Oil and Gas Appeal Tribunal is an independent quasi-judicial agency that hears appeals from decisions of the Oil and Gas Commission which include certain orders, declarations, findings of contravention, administrative penalties and permitting decisions in relation to an 'oil and gas activity' such as geophysical exploration, the construction or operation of a pipeline, road construction, and the production, gathering, processing, storage or disposal of petroleum, natural gas or both. www.ogat.gov.bc.ca

Public Guardian and Trustee of British Columbia

The Public Guardian and Trustee is a corporation sole established under the *Public Guardian and Trustee Act* with a unique statutory role to protect the interests of British Columbians who lack legal capacity to protect their own interests. The mandate of the Public Guardian and Trustee is to: protect the legal and financial interests of children under the age of 19 years; protect the legal, financial, personal and health care interests of adults who require assistance in decision making; and administer the estates of deceased and missing persons. www.trustee.bc.ca

Ministry of Public Safety and Solicitor General

Consumer Protection BC

Consumer Protection BC was established in 2004 under the *Business Practices and Consumer Protection Authority Act* and, as delegated by the provincial government, is responsible for administering British Columbia's consumer protection laws – namely the *Business Practices and Consumer Protection Act,* the *Cremation, Interment and Funeral Services Act*, and the *Motion Picture Act* – along with a variety of associated consumer protection regulations. It is a not-for-profit corporation that protects consumers and encourages a fair marketplace in the province. www.consumerprotectionbc.ca

Motor Vehicle Sales Authority of British Columbia

The Motor Vehicle Sales Authority of British Columbia is an administrative authority delegated by the provincial government to administer and enforce the *Motor Dealer Act* and its regulations, the *Business Practices and Consumer Protection Act* as it relates to the sale of motor vehicles, and other related statutes. Founded in 2004 and formerly named the Motor Dealer Council of BC, the agency became one of the first examples of government's new approach for administering public policy through a delegated administrative authority. mvsabc.com/

Police Boards

In British Columbia, independent municipal police departments are overseen by appointed police boards made up of civilian members of the community. The role of police boards is to provide general direction to the department, in accordance with relevant legislation and in response to community needs. www2.gov.bc.ca/gov/content/justice/criminal-justice/policing-in-bc/municipal-police-boards

Appendix 3: Ministry Contact Information and Hyperlinks to Additional Information

Domestic Violence Helpline
1-800-563-0808
Confidential; Free; 24 hours/7 days; Multiple Languages

#SaySomething
Social media site; Multiple Languages
Resources for domestic violence victims, perpetrators, service providers and the family members, friends and bystanders who want to help

Human Trafficking Helpline
1-888-712-7974
Confidential; Free; 24 hours/7 days; Multiple Languages
For assistance with human trafficking cases, including emergency services, and accessing shelter, interpretation and translation services

VictimLink BC
1-800-563-0808
Confidential; Free; 24 hours/7 days; Multiple Languages
Provides help and information for victims of family and sexual violence, and all other crimes

JusticeBC
Provides online access to more than 300 pages of information about the criminal and family justice systems, as well as links to other resources and services

Ministry of Justice

Office of the Deputy Attorney General
- 250-356-0149

Court Services Branch
- 250-356-1550

Criminal Justice Branch
- 250-387-3840

Justice Services Branch
- 250-356-6582
  - Dispute Resolution Office
  - Family Maintenance Enforcement Program

- Family Justice Centres
- Investigation and Standards Office
- Justice Access Centres

Legal Services Branch
- 250-356-8467

Ministry of Public Safety and Solicitor General

Office of the Deputy Solicitor General
- 250-356-0149

BC Coroners Service

Community Safety and Crime Prevention Branch
- 604-660-5199
  - Civil Forfeiture Office
  - Office to Combat Trafficking in Persons
  - Victim Services

Corrections Branch
- 250-387-5059

Policing and Security Branch
- 250-387-1100

RoadSafetyBC
- 250-387-7747